

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU**

Departmental Quality Improvement Council Meeting

A G E N D A

August 8, 2016
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:40	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:40 – 9:50	Clinical Quality Improvement ➤ OMD Report	K. Lee M. O'Donnell
IV	9:50 – 10:00	Patients' Rights Office Update ➤ Grievances and Appeals Annual Report	M. Hernandez
V	10:00 – 10:10	Cultural Competency Updates	M. Parada Ward
VI	10:10 – 10:15	Policy Update – Office of Compliance	R. Faveau
VII	10:15 – 10:30	➤ Change of Provider Mailbox Update ➤ Non-Clinical PIP Monthly Conference Call ➤ SA QI Project	N. Kasarabada
VIII	10:30	Announcements:	

Next Meeting
September 12, 2016
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	August 8, 2016
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Anna Levina; Antonio Banuelos; Bethlehem Assefa; Caesar Moreno; Carol Eisen; Christina Kubojiri; David Tavlin; Debi Berzon-Leitelt; Debra Mahoney; Emilia Ramos; Gassia Ekizian; Kary To; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; LyNetta Shonibare; Margaret Faye; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Michele Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Randolph Faveau; Tonia Amos Jones; Victoria Lee		
Excused/Absent Members	Aprill Baker; Barbara C. Engleman; Barbara Paradise; Bertrand Levesque; Elizabeth Dandino; Elizabeth Gildemontes; Greg Tchakmakjian; Helena Ditko; Jamie Walker; Karen Lee; Mary Camacho Fuentes; Michael Tredinnick; Sandra Chang-Ptasinski; Vandana Joshi		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	Dr. Kasarabada
Review of Minutes	The July minutes were reviewed.	Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report	SA 1: Ms. Berzon-Leitelt stated that a MHSA Outreach & Engagement Community Worker presented on her role and activities she is involved with the community. Dr. Shonibare presented QI data and the QI Evaluation report and survey.	Next meeting: September 6, 2016.	D. Berzon- Leitelt
	SA 2: Ms. Salvaggio provided an update on the items below that were discussed and reviewed at their SA QI meeting. <ul style="list-style-type: none"> • Revisited the definition of culture from the National Standards for Culturally and Linguistically Appropriate Standards (CLAS) by Health & Human Services discussed the Departments' annual cultural competence training plan in the context of the SA QI project • Lengthy discussion around the access to care policy and the challenges for our clinics in meeting the timeliness requirements of the policy • Reviewed the suicide risk assessment & mitigation policy • QI best practices sharing for client retention strategies 	Next meeting: September 15, 2016.	K. Salvaggio
	SA 2 Children's: Dark in July.	Next meeting: August 18, 2016. Providers will send representation to attend the VANS presentation by Dr. Shonibare.	M. Rittell
	SA 3: Dr. Jones provided a presentation on VANS. Prototypes presented on their QI/QA process. Information from previous Departmental QIC meeting was discussed.	Next meeting: September 21, 2016.	G. Ekizian

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report Cont.	<p>SA 4: Mr. Vidaurri announced his retirement and bid goodbye. Ms. Kubojiri asked the SA QIC Chairs how they currently address MH services requested by Kaiser Medi-Cal clients. She mentioned that at Gateway they are currently having problems addressing these referrals.</p>	<p>Ms. Rittel stated that if they continue to meet medical necessity they should not have to be referred to another source through the Medi-Cal "carve out". She also recommended to contact the local liaison for Kaiser to address this issue.</p> <p>Ms. Mahoney stated that Ms. Yvette Willock assured her that they don't need to get a referral to Kaiser that if they have Kaiser Medi-Cal they are eligible to receive MH Services at DMH. SA QIC Chairs/Co-Chairs were encouraged to contact Ms. Willock for questions related to this area.</p>	K. To C. Kubojiri
	<p>SA 5: Dr. Shonibare presented QI data and the QI Evaluation report and survey. Test calls were completed and organized. QI members had a discussion on consumer's representation at the SA QI meeting and their role at the agency level. A sub-committee is currently working on a QI project.</p>	Next meeting: August 25, 2016.	D. Tavlin M. Johnson
	<p>SA 6: No report</p>		
	<p>SA 7: Dark in July. Information from previous Departmental QIC meeting was disseminated.</p>	Next meeting: August 16, 2016.	A. Banuelos

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report Cont.	<p>SA 8: Dr. Reynoso, Dr. Jones-Chambers and Ms. Lampkin provided a 2 hour presentation on CSECY, including an overview of the project & population. Materials from previous Departmental QIC meeting were disseminated.</p> <p>Children's Countywide: Ms. Mahoney provided a brief update on the topic for the Countywide Children's QIC on August 11, 2016: the Psychotropic Medication Authorization (PMA) Process for wards and dependents of the court. Presenters included Dr. Gia Crecelius, Director, Juvenile Court Mental Health Services, (MHS); Dr. Jane Tesoro, Clinical Pharmacist, Juvenile Court MHS; Ms. Tina Mosley, DCFS High Risk Program Manager; and Ms. Lorena Moya-Rivas, DCFS PMA Desk Program Manager. Ms. Faye, SA 3 QIC Co-Chair inquired about the Department's information dissemination regarding the JV220 forms.</p>	<p>Next meeting September 21, 2016.</p> <p>Meeting to be held at 600 Commonwealth Ave., 2nd Floor Room 113 at 10:00 – 12:00 Noon. Dr. Eisen and Ms. O'Donnell will provide an update on JV220 at our next Departmental QIC meeting.</p>	<p>M. Munde</p> <p>D. Mahoney</p>
Clinical Quality Improvement OMD Report	<p>Dr. Eisen provided a brief description of the Human Subject Research Committee. This DMH committee is responsible for the review of all research protocols which include LACDMH clients as research subjects (within LACDMH programs) including those research protocols already approved by an Institutional Review Board (IRB) to assure that all research is conducted in accordance with the standards and policies of LACDMH.</p> <p>Ms. O'Donnell mentioned that the Safety Intelligence (SI) Policy is not signed yet.</p>	<p>Dr. Eisen will forward the Research Policy to QIC members.</p>	<p>Dr. Eisen</p> <p>M. O'Donnell</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Patients' Right Office (PRO) Grievances	Last week's Southern California Quality Improvement Committee had a presentation from John Lessley from DHCS. During the meeting the new and finalized Annual Beneficiary Grievances and Appeals (ABGAR) form was discussed. The new form provided an improvement to reporting complaints that beneficiaries file with the Mental Health Plan (MHP). The annual report will be due on October 1 st , 2016 using the new form capturing the FY 2015-2016 data. DHCS did not change the manner the complaints are processed. Due to this, PRO is in the process of having the new forms translated in threshold languages.	Dr. Kasarabada requested Mr. Hernandez to present more information on the new ABGAR form at the next Departmental QIC meeting. This presentation will be scheduled for 30 minutes.	M. Hernandez
Cultural Competency (CC) Updates	Ms. Parada Ward provided the Cultural Competency Unit's Update. She stated that the Statement of Work (SOW) for the Cultural Competency Organization Assessment has been completed. Ms. Parada Ward distributed copies of the Underserved Cultural Communities (UsCC) LGBTQ12-S Survey outcomes report. She mentioned that Dr. Joshi assisted on getting this data report. Of the 732 responses received, 77.3% (566) requested training regarding issues specific to transgender clients/families and 76.9% (553) requested training regarding "coming out" issues. Ms. Parada Ward reviewed the entire survey results.	SA QIC Chairs requested for the LGBTQ glossary developed by the LGBTQ UsCC group. Dr. Kasarabada stated that this will be sent to all SA QIC Chairs & Co-Chairs.	M. Parada Ward
Policy Update – Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Change of Provider Mailbox Update	Dr. Kasarabada reported that the Change of Provider Mailbox is presently working. A notification will be received when the change of provider log has been received. Logs are due the 10 th of every month.	For any questions please contact Patients' Rights Office (PRO).	N. Kasarabada
Non Clinical PIP Monthly Conference Call	Dr. Kasarabada provided a follow-up from the July meeting regarding the Non-Clinical PIP conference call. The Non-Clinical PIP Conference call is going to be held on the 4 th Tuesday of every month. First call will be on August 23, at 2:30 pm. She requested QIC Chairs/Co-Chairs to participate in this call as key stakeholders for the ACCESS test calls.		N. Kasarabada
SA QI Project	Dr. Kasarabada provided an update from last meeting regarding the Cultural Competency training. Dr. Kasarabada stated that it would be very helpful to have a Cultural Competency training as the SA QI project for this year. It would help us meet the requirements for the System Review and also this is one of the EQRO recommendations this year. Training is for Directly Operated and Contract providers. Contract providers should be providing the Cultural Competency training to all of their staff, support staff, clinical staff, and administrative staff. Sign in sheets should be collected. The Cultural Competency training will be a two (2) hour training.	Dr. Kasarabada encourages providers to send more than one participant to the training not just the QI person. Dr. Chang Ptasinski will be contacting SA QIC Chairs/Co-Chairs regarding the dates for the training, hopefully by the end of September. She stated that a Headquarters location is being identified to provide the first training to SA 4 and SA 5 at this same location.	N. Kasarabada
Handouts:	➤ Policy/Procedure Update August 8, 2016		

Respectfully Submitted,

Naga Kasarabada, Ph.D.